



Introducing.....



The Technology Solutions department Wildly Important Goal



What is T.E.C.H Point?

T.E.C.H Point has three main components:

The service desk experience

The self- service dashboard

Transparency documentation (SLA's, Service Catalog and Standards).



Why change from the Help Desk?

TS has taken feedback we have received during our house calls as well as our several customer service survey's in hopes of making the experience engaging with us much better.



Why change from the Help Desk?

TS also wants to be more transparent regarding standards, and service levels to help better manage expectations.

We have transitioned from a Help Desk, one person providing full support over the phone, to a quicker more agile service that gets a customer in the right direction much faster.



T.E.C.H. POINT

Technology - Empowerment - Communication - Helpline

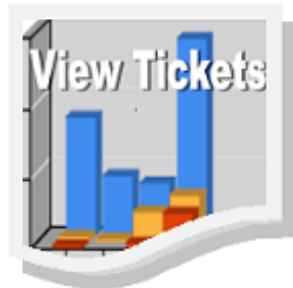


New look and feel of the TS home page for the portal and alerts!

The screenshot shows the City of Durham T.E.C.H. POINT portal. The browser address bar displays <http://codinet/services/Pages/Technology->. The page header includes the City of Durham logo and navigation links: Newsfeed, SkyDrive, Sites, and a user profile for Stinson, John. A yellow banner reads "Checked out to you Only you can see your recent changes. Check it in." Below this is the "CODI Service Center Technology Solutions" header with a search bar and tabs for Employee Services, Apps, City Internet Website, Departments, Resource/Information Center, Service Center, and EDIT LINKS. The main content area features a "Kerry Goode Director/CIO TS Employee List" section, a "NEWS: rs2Share? Visit our Website for more SharePoint 2013 apps" banner, a "Service" icon, a "FEEDBACK" icon, and a "TECH." section with links to Technology, Empowerment, Communication, and Help Desk. A "View Tickets" icon and contact information (Phone: 919-560-1085, Email: supportdesk@durhamnc.gov) are also present. The footer includes "Information Technology Services" with icons for Service Desk, My Service Desk Tickets, View Tickets, Secondary Device, Project Management, House Calls, and TS Liaisons. A "Summary Links" section displays logos for Microsoft, Apple, Verizon, Sprint, Dell, and Cisco. The bottom footer contains the text "Our Employees Integrity | Customer Service | Teamwork | Leadership | Open Communication | Fairness © City of Durham, NC 2014".

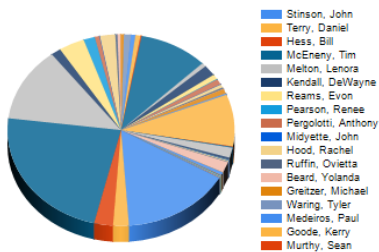
The screenshot shows the updated City of Durham T.E.C.H. POINT portal. The browser address bar displays <http://codinet/services/Pages/Technology->. The page header includes the City of Durham logo and navigation links: Newsfeed, SkyDrive, Sites, and a user profile for Stinson, John. A yellow banner reads "Checked out to you Only you can see your recent changes. Check it in." Below this is the "CODI Service Center Technology Solutions" header with a search bar and tabs for Employee Services, Apps, City Internet Website, Departments, Resource/Information Center, Service Center, and EDIT LINKS. The main content area features a "Kerry Goode Director/CIO TS Employee List" section, a "NEWS: Learn more about our Site Provisioning Engine" banner, a "Service" icon, a "FEEDBACK" icon, and a "TECH." section with links to Technology, Empowerment, Communication, and Help Desk. A "View Tickets" icon and contact information (Phone: 919-560-1085, Email: supportdesk@durhamnc.gov) are also present. The footer includes "Information Technology Services" with icons for Service Desk, My Service Desk Tickets, View Tickets, Secondary Device, Project Management, House Calls, and TS Liaisons. A "Summary Links" section displays logos for Microsoft, Apple, Verizon, Sprint, Dell, and Cisco. The bottom footer contains the text "Our Employees Integrity | Customer Service | Teamwork | Leadership | Open Communication | Fairness © City of Durham, NC 2014".

New department portal view for better reporting!

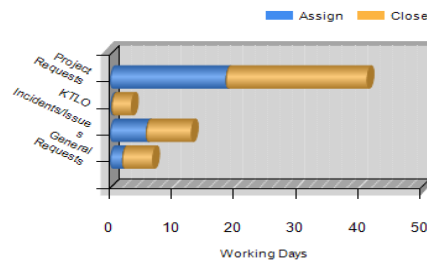


Technology Solutions	Unassigned	Assigned	Closed	Total
General Requests	16	97	1,361	1,474
Incidents/Issues	7	17	299	323
KTLO	1	24	2,212	2,237
Project Requests	4	14	27	45
Total	28	152	3,899	4,079

Tickets by Submitting Employee



All City Departments
Average Work Days to Assign and Close Tickets



Escalation Contacts:

Service Desk: 919-560-1085

Target Service Level is 10 days total for Incidents

- 5 days to assign
- 5 days to close

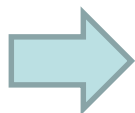
Target Service Level is 5 days for General Request

- 2 days to assign
- 3 days to close

Projects based on the project schedule as agreed upon



New customer portal to view their own tickets!



Switch to User Portal Switch to Asset Management Help

Welcome, DeWayne Kendall
Role : HelpDesk Administrator

B.O.S.S.
ENVISION • EMPOWER • EXCEL

Tickets New Ticket FAQ Message Board Preferences WebReports Schedule

Tickets: All Tickets Tickets : All Tickets

ID	Created On	Last Updated	Technician	Title	Severity	Status	Extended Status
13171	01/12/2016	01/12/2016	Stinson, John	FW: SLA to be posted beside the Service Desk graphs if possible	Low	Closed	Not Started
13146	01/11/2016	01/12/2016	Ravin, Frederick	FY2017 Pre-Meeting Targeting Review	Low	Closed	Not Started
13002	01/07/2016	01/07/2016	Lewis, Ashley	FY2017 Budget Development Kickoff	Medium	Closed	Not Started
13001	01/07/2016	01/07/2016	Lewis, Ashley	Attend Worksession for NWN Contract Agenda Item	Low	Closed	Not Started
13000	01/07/2016	01/07/2016	Lester-Harris, Martha	PBB Rescoring	Low	Closed	Not Started
12961	01/07/2016	01/14/2016	Ravin, Frederick	BUDGET WORK REQUEST: Budget schedule	Low	Closed	Not Started
12956	01/07/2016	01/14/2016	Ravin, Frederick	FW: BUDGET WORK REQUEST: Budget schedule	Low	Closed	Not Started
12922	01/07/2016	01/14/2016	Lester-Harris, Martha	BUDGET WORK REQUEST: Budget schedule	Low	Closed	Not Started
12917	01/07/2016	01/07/2016	Baird, David	FW: IT Support Center! Routine System Maintenance	High	Closed	Resolved
12871	01/06/2016	01/12/2016	Ravin, Frederick	KRONOS UPDATES - PO/INVOICES/REVIEW	High	Closed	Pending - Director

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One POINT of contact for all TS needs!





Technology – Standards and Policies

Empowerment – For our customers

Communication – Central location

Helpline – Customer support from any POINT

Questions

